



Statement of the United States Mint Regarding Customer Care Center Service Interruption and Website Orders of September 15, 1999

September 22, 1999

On September 15–17, Hurricane Floyd caused many disruptions along the East Coast of the United States. Severe thunderstorms knocked out all electrical and telephone service at the U.S. Mint’s Customer Care Center in Lanham, Maryland, from 3 p.m. Thursday, September 16, through 2:30 p.m. Friday, September 17. The Mint’s 800 service was not affected.

Approximately 1,300 orders submitted to the U.S. Mint’s online catalog at www.USMINT.gov between 10:30 a.m. and 6:30 p.m. on Wednesday, September 15, were permanently erased from the Mint’s computer records. The Mint uses secure servers to ensure that all order information remains confidential. The loss of these orders did not compromise security.

Only online orders submitted between 10:30 a.m. and 6:30 p.m. on September 15, 1999, were affected. Orders submitted by mail, fax, and telephone were not affected. The Mint requests customers who placed online orders during this period to resubmit their orders. Customers who are unsure whether their orders were placed during this period should call the U.S. Mint Customer Care Center at (202) 283–2646 from 8:30 a.m. to 5:30 p.m. EasternTime, Monday through Friday, to confirm the status of their orders.

Our online ordering system at www.USMINT.gov has been fully operational since 10 a.m. September 16, 1999, and backup systems are now in place to ensure that loss of online orders will not occur again.

We sincerely apologize for any inconvenience these interruptions may have caused you.

ADDITIONAL RESOURCES:

- For information about the United States Mint, please visit [/about/about](#).
- To subscribe to United States Mint electronic product notifications, news releases, and public statements, visit <https://catalog.usmint.gov/email-signup>.
- Sign up for [RSS Feeds](#) from the United States Mint and follow us on [Facebook](#), [Twitter](#), and [Pinterest](#).

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Contact

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